

## **Attachment 2: Quality Assurance Surveillance Plan**

### **Defense Manpower Data Center (DMDC)**

### **Information Technology Support Services**

### **Client Order ID0915006**

### **Performance Work Statement (PWS)**

### **QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)**

#### **1. Purpose**

This Quality Assurance Surveillance Plan (QASP) is a Government developed and applied document that sets forth procedures and guidelines that the Defense Manpower Data Center (DMDC) Task Managers, Contracting Officer Representative (COR) and Contracting Officer (CO) will use in evaluating the performance of the contractor. A copy of this plan will be furnished to the contractor so that the contractor will be aware of the methods that the Government will employ in evaluating performance on this contract and address any concerns that the contractor may have prior to initiating work. The surveillance/evaluation methods identified in this QASP, tied to the performance requirements of the Performance Work Statement (PWS) for the task order, will assure the Government of satisfactory contractor performance.

The QASP is a tool for use in Government administration of the task order and remains subject to revisions at any time by the Government throughout the contract performance period. Any changes made to the plan will be in conjunction with the CO and will be made readily available to the contractor. The contractor, not the Government, is responsible for management and quality control actions to meet the terms of the contract. The role of the Government is quality assurance to ensure contract standards are achieved.

#### **2. Authority**

Authority for issuance of this QASP is provided under PWS Section 7.2, which provides for inspections and acceptance of the services and documentation called for in service contracts, to be executed by the Contracting Officer or a duly authorized representative.

#### **3. Scope**

The contractor, not the Government, is responsible for management and quality control actions to meet the terms of the contract. The role of the Government is quality assurance to ensure contract standards are achieved. The QASP is put in place to provide Government surveillance oversight of the contractor's efforts to ensure that they are timely, effective, and are delivering the results specified.

#### **4. Government Roles**

The following definitions for Government resources are applicable to this plan:

**Contracting Officer** - A person duly appointed with the authority to enter into contracts and make related determination and findings on behalf of the Government. The CO for this contract is Karina R. Levitas. Contracting Officers are designated via a written warrant, which sets forth limitations of authority.

**Project Managers** – Person (s) duly appointed to aid the Contracting Officer in administering and coordinating contract award, administration, and invoicing. The PM is the industry point of contact in the pre-award stage as well as subsequent award of the contract, to be overseen by the CO.

Contracting Officer Representative – The COR is responsible for technical administration of the contract and assures proper Government surveillance of the contractor's performance.

Government Task Managers – The CO designates an individual Government Task Manager to assist in administering a specific task under the contract.

## 5. Responsibilities

The following Government resources shall have responsibility for the implementation of this QASP:

Contracting Officer – The Contracting Officer ensures performance of all necessary actions for effective contracting, ensures compliance with the terms of the contract and safeguards the interests of the United States in the contractual relationship. It is the Contracting Officer that assures the Contractor receives impartial, fair and equitable treatment under the contract. The Contracting Officer is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

Contracting Officer Representative – The COR is responsible for technical administration of the contract and assures proper Government surveillance of the contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any changes on the Government's behalf. Any changes that the contractor deems may affect contract price, terms, or conditions shall be referred to the Contracting Officer for action.

Quality Assurance personnel (QAP) should be familiar with the contract terms and conditions; may request additional training, if needed, from the CO; and will monitor the contractor's performance in accordance with this QASP, evaluate the contractor's performance and report the results in a monthly report, citing contractor deficiencies and providing specific details of each deficiency cited. It is extremely important that the Quality Assurance personnel (QAP) establish and maintain a team-oriented line of communication with the contractor's key personnel and the DMDC program office Task Managers in order to perform his/her monitoring duties. The parties must work together as a team to ensure that required work is accomplished in an efficient and proper manner. Performance meetings will be held on a regular basis in order to resolve serious problems.

Government Task Managers – The Government Task Lead is responsible for assisting in administering specific tasks under the contract. A Government Task Manager cannot, in any manner, alter the scope of the contract, make commitments or authorize any changes on the Government's behalf.

## 6. Surveillance Procedures

Contractor Performance Assessment Report System (CPARS) – The market place for administrative, engineering, and technical services is very competitive. As such, the successful offeror has a vested interest in the Government generated CPARS under this contract. An evaluation using the CPARS format will be performed at the end of each year of performance. This evaluation will be one determinant in exercising an option. The Government for this procurement will address the quality of product or service, schedule, cost control, business relations, management, and other important areas. As this information may affect future source selections throughout GSA, and the continuation of the order, the annual Government assessment will be used appropriately as an additional performance oversight and communication tool with the QASP.

QASP - The below listed methods of surveillance shall be used by the COR and Government Task Managers in the technical administration of this QASP. Surveillance will include scheduling,

observing, documenting, and resolving performance issues discovered through surveillance. The volume of tasks performed by the contractor makes technical inspection of every task and step impractical, and accordingly, the QASP is based on performance measures that encompass not just task-specific measures but strategic performance outcomes as well. Monthly reviews, to be scheduled upon award, will be held between Government and contractor to discuss progress and deficiencies or risks that require resolution and/or consideration will be held, with formal surveillance scheduled on a quarterly basis. As a decision for the exercise of the option period needs to be made 60 days prior to the end of the initial period of performance.

#### 7. Documentation

In addition to providing quarterly reports to the Contracting Officer, the COR will maintain a complete Quality Assurance file. The file will contain copies of all reports, evaluations, recommendations, and any actions related to the Government's performance of the quality assurance function. All such records will be maintained for the life of the order. The COR shall forward these records to the Contracting Officer at termination or completion of the order.

#### 8. PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Description	Performance Standard and Acceptable Quality Level (AQL)	Surveillance Method/Measure	Incentives/Disincentives
Please see Appendix A : Acceptable Quality Levels			

\*The Government will not exercise the next option period term unless all regulatory requirements are met and the contractor meets the acceptable performance definition.

When referred to the above, the evaluation ratings are as follows:

**Exceptional** – Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the task and sub-task being assessed was accomplished with few or minor problems for which corrective actions taken by the contractor were highly effective.

**Satisfactory** - Performance meets contractual requirements. The contractual performance of the task and sub-task contain some minor problems for which corrective actions taken by the contractor appear or were satisfactory.

**Marginal** - Performance does not meet contractual requirements. The contractual performance of the task and sub-task being assessed reflect a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.

**Unsatisfactory** – Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the task or sub-task contains a serious problem(s) for which the contractor's actions appear or were ineffective.